



# Direct Hire Career Opportunity Bulletin

## Department of Professional and Financial Regulation

### Board of Medicine/Board of Osteopathic Licensure

### *Consumer Assistance Specialist*

Class Code: 0374

Public Service	Career Diversity
Retirement	Promotional Opportunities
Benefits	Over 10,000 Employees
Paid Holidays	Statewide Locations
Training	Seasonal Jobs
Full Time	Part Time

#### **Application process:**

In order to be considered for this position, qualified candidates must submit a State of Maine direct hire application, resume, and cover letter.

*Direct Hire Application forms can be obtained by contacting the SESC human resource office or by accessing the state of Maine website at:*

[http://www.maine.gov/bhr/state\\_jobs/how\\_to/direct.htm](http://www.maine.gov/bhr/state_jobs/how_to/direct.htm)

#### **Send completed applications to:**

Security and Employment Service Center  
Annette Caron Nash, H.R. Generalist  
108 State House Station  
Augusta, Maine 04333  
Tel: 207.623.6734  
[annette.caron-nash@maine.gov](mailto:annette.caron-nash@maine.gov)

**Applications must be postmarked  
by 5:00 PM on April 13, 2016.**

#### **Benefits:**

Value of State's share of Employee's Retirement: 15.3% of pay  
Value of State-paid Dental Insurance: \$13.13  
Value of State-paid Health Insurance\*  
Level of Coverage:  
100% State Contribution = \$397.61 biweekly  
(Employee pays = Nothing)  
95% State Contribution = \$377.73 biweekly  
(Employee pays: 5% = \$19.88)  
90% State Contribution = \$357.85 biweekly  
(Employee pays: 10% = \$39.76)

\*The level of actual value of state paid Health Insurance will be based on employee's wage rate and status with regard to the health credit premium program.

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**Opening Date:** March 31, 2016      **Closing Date:** April 13, 2016  
**Location:** Augusta  
**Position Type:** Full Time  
**Salary:** Grade 18: \$29,806 - \$39,811

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#### **DESCRIPTION:**

The Maine Department of Professional and Financial Regulation Board of Medicine and Board of Osteopathic Licensure seeks a Consumer Assistance Specialist.

#### *Primary responsibilities include:*

- The receipt, analysis and resolution of consumer complaints
- Staffing the consumer hotline, setting up complaint files investigating, gathering information and making recommendations regarding possible violations of law
- Coordinating and processing enforcement actions and other matters requiring hearings

#### *To be successful in the position you must have knowledge of and experience in:*

- Applicable agency laws, rules, regulations, policies and procedures
- Interviewing techniques
- Office related software; including Word, Excel and Access
- Effective communication with staff, state officials and the public at large
- Writing clearly and effectively

#### **QUALIFICATIONS:**

A four (4) year combination of education and experience of an investigative or public relations nature involving consumer complaints or assistance including analyzing data and making recommendations for dispute resolution.

The above examples are not all inclusive and all relevant experience will be considered. Preference will be given to applicants with experience in the coordination and processing of enforcement actions and other matter requiring hearings.

Questions about this position should be directed to Tim Terranova, Assistant Executive Director, Maine Board of Licensure in Medicine at (207) 287-6930 or [Tim.E.Terranova@maine.gov](mailto:Tim.E.Terranova@maine.gov).